



# National Finance Center Customer Notification

**Date of Notification:** May 20, 2011

**Subject:** Monthly Operating System Maintenance for *EmpowHR*

**Database/Customer(s) Affected:** All

**Dear Customer:**

The monthly Operating System (OS) maintenance will begin at 1 p.m. CST this Saturday, May 21, 2011, for all servers located at George Washington Carver Center. The servers will be unavailable from 1 p.m. CST on Saturday to approximately 1 a.m. CST on Sunday, May 22, 2011. This will affect the development, Test, QA, UAT and Training environments. Please plan any weekend activity accordingly.

The OS maintenance for the Production servers in Kansas City will start at 6 p.m. CST Saturday, May 21, 2011, and be completed by Sunday, May 22, 2011, at 10 a.m. CST.

**Federal employees with questions concerning this notification should contact their Servicing Personnel Office.** Authorized agency representatives with questions concerning this notification should contact NFC's Client Management Branch at **Customer.Support@nfc.usda.gov**.

DRA/M5-11-109

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## "Tip of the Week"

EPP will be available for view only access for 90 days after your retirement date. You won't be able to make changes to your direct deposit, federal taxes, address, etc. but you can verify that information. Retiring employees are advised to make sure that information is current before they leave service through EPP or through their Servicing Personnel Office.